

CUSTOMER SERVICE POLICY
TOWN OF ROCKY HILL
June 4, 2007

As the elected and appointed officials along with the employees of the Town of Rocky Hill, we are committed to provide responsive, consistent, efficient and accurate services to the citizens of our community. Through our work environment quality service will be delivered through a caring environment that delivers services with respect for the needs and the diversity of all members of the Rocky Hill community. It is the Town's belief that this standard of service promotes all that is positive about our Town and includes in the term "customer" all residents, taxpayers, co-workers and general public who utilize the Town's facilities.

In order to best achieve this commitment to provide a wide range of quality services from diverse departments, the Town Council supports the philosophy of public service that is embodied in the following statements:

- ✓ We care about our community and its people.
- ✓ We believe in providing customer service that meets the diversity of our community and provides services to all customers in a fair and equitable manner.
- ✓ We will support the policies established by our local elected and appointed officials.
- ✓ We will seek to identify creative and innovative approaches to serve our customers.
- ✓ We believe in meeting our customer's needs by providing friendly, courteous and efficient service.
- ✓ We will strive to make decisions with input from those most likely to be affected.
- ✓ We will consider the knowledge and perspective of our customers and respond to their ideas and concerns.
- ✓ We affirm that all officials and employees have the responsibility of meeting a high standard of excellence within the parameters of their particular job in order to ensure quality services from the Town of Rocky Hill.